

Queensland Public Trustee

Equity and Diversity Plan 2024 – 2025

We would like to respectfully acknowledge the Traditional Owners of the lands and seas on which we meet today and Elders both past and present.

We also recognise those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.



Growth and Trust by Elizabeth Close Pitjantjatjara, Yankunytjatjara

This artwork represents two key attributes Queensland Public Trustee strives to embody each and every day — growth and trust.

The large circles that radiate out represent the cultural growth of Queensland Public Trustee — learning and growing in response to the diverse needs of the individuals and families we serve. Each ring is different, representing that no one family or individual has the same lived experience and needs.



Message from the Public Trustee of Queensland and CEO

It's my great pleasure to present Queensland Public Trustee's (QPT) Equity and Diversity Plan 2024 – 2025.

This plan has been designed to strengthen our commitment to creating and maintaining equitable, inclusive, respectful, and welcoming workplaces.

Celebrating and valuing the diverse experiences and perspectives of our people fosters a safe and healthy workplace where everyone is respected for their individuality, has the freedom to be themselves, feels connected to their colleagues, experiences a sense of belonging, can share their unique talents, and is advancing their career.

By building and supporting a workforce that reflects the diversity of our Queensland community, we enrich our services and strengthen our ability to advance and safeguard the rights, interests and wishes of Queenslanders in need of our services.

The priorities outlined in this plan have been informed by Queensland Public Trustee's Equity and Diversity Audit 2024 and consultation with our people and stakeholders.

In our first plan, we've prioritised establishing mechanisms to provide visibility and accountability for our commitment to equity and diversity. We aim to increase our awareness and capabilities in creating and maintaining safe, welcoming workplaces, and to increase the representation of diversity groups in our workforce. I recognise that achieving these goals is an ongoing journey.

This first suite of initiatives will provide us with a strong foundation for the future. I would like to thank our staff who actively contributed to the development of this plan. Your perspectives and insights have shaped our priorities and our approach to ensure we better reflect the needs of our people and customers. Sharing your experiences has provided us with a richer understanding of what an inclusive workplace looks and feels like — and for that I want to extend my sincere thanks.

Creating respectful and inclusive work environments is everyone's responsibility. As public sector employees who serve the Queensland community, I encourage everyone to actively participate in and support the implementation of this plan. By working together, we will create an equitable, inclusive, respectful, and welcoming workplace where all colleagues feel a sense of belonging, thrive and succeed.

Samay Zhouand
Public Trustee of Queensland and CEO

About the Equity and Diversity Plan

Queensland Public Trustee recognises the benefits generated from a diverse workforce and the opportunities to learn from each other, enhance our capability, grow leadership opportunities and empower our people to feel valued and respected. This is what drives our commitment to creating and maintaining equitable, inclusive, respectful, and welcoming workplaces that are representative of the community we serve.

The QPT Equity and Diversity Plan (E&D Plan) is underpinned by Chapter 2 of the *Public Sector Act 2022* (the Act) which aims to promote equity and diversity in employment matters and promote and support a culture of respect and inclusion. Sections 28 and 29 of the Act outline the requirement to undertake a yearly audit to inform a report and the development of an equity and diversity plan.



Development of the Equity and Diversity Plan

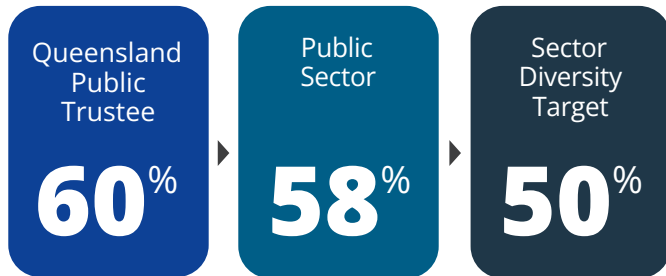
The priorities of the E&D Plan have been informed by:

- the findings of the 2024 QPT Equity and Diversity Audit (the Audit) and
- the suggestions, ideas and insights from QPT staff and leadership following a series of workshops and online questionnaires.

Development of the Equity and Diversity Plan

The Audit was informed by 2023 workforce data provided by the Public Sector Commission, QPT Working for Queensland employee opinion survey 2023 results (WfQ survey) and establishment analysis. **Key findings from the Audit were** ▼

Women in leadership



At 60%, our **women in leadership** profile exceeds the sector-wide target of 50%.

Aboriginal and Torres Strait Islander peoples



Our proportion of **Aboriginal and Torres Strait Islander peoples**, 1.23%, is **lower** in comparison to the sector's 2.61% and is below the sector target of 4%.

There is opportunity to improve career opportunities and wellbeing for our First Nations colleagues.

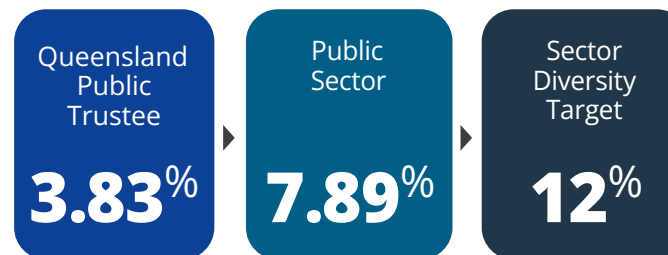
People living with disability



The number of staff who identify as living with disability has remained stable — from 6.17% in September 2022 to 5.82% in September 2023. While above the sector's 3.51%, QPT representation is below the sector-wide target of 12%.

There is opportunity to explore how we encourage people with disability to apply for work at the QPT and support them in their career progression and sense of belonging once employed.

People who speak a language other than English at home



QPT has seen **significant increase** in the number of **staff who speak a language other than English at home** in the period September 2022 to September 2023, with this cohort reporting a positive experience in the workplace.

There is significant use of, and broad access to, a range of **flexible working arrangements** that support inclusion in our workplace.

There are significant variations between the number of staff identifying as belonging to diversity target groups within the Minimum Obligatory Human Resource Information (MOHRI) and WfQ survey. QPT will continue to further develop a culture of safety around self-identification and encourage all staff to provide diversity information within Aurion to inform future audits and enable more meaningful analysis and reporting of workforce data.

Our diversity group statistics ▼

Diversity Group	Sector Target	MOHRI (Sept 2023)	WfQ survey (2023)
Aboriginal peoples and Torres Strait Islander peoples	4%	1.23%	No data is available due to less than 10 responses
People living with disability	12%	5.82%	9.5%
People from culturally and linguistically diverse backgrounds, who speak a language other than English at home	12%	3.83%	9.2%
Women in leadership — at the Senior Officer (SO), Senior Executive Service (SES) and chief Executive Officer (CEO) levels, with targets combining both classified and equivalent roles	50%	60%	

Staff insights

When asked how we can create and maintain inclusive workplaces for diversity groups, QPT staff and leaders provided responses aligned with these themes:

- Ask staff who identify in diversity groups what they would like. Listen to their voices.
- Increase understanding across all diversity areas (e.g. of disability, chronic illness, LGBTIQ+, other cultures).
- Provide diversity awareness and cultural competence training.
- Mark / celebrate days of significance for diversity groups.
- Retain the current, supportive approach to flexible working.
- Consider how to create welcoming physical work environments for people with disabilities, including neuro-diverse persons with sensory sensitivities.
- Consider how to better provide advice, guidance and support for staff working with First Nations clients.
- Consider attraction and recruitment practices to ensure they are accessible and welcoming for people from diversity target groups.

Our priorities

Noting the findings and themes of the Audit and staff consultation, focus areas for this first 12-month E&D Plan establish mechanisms to provide visibility and accountability for E&D commitments, to co-design with staff, increase capability, and close the gap on workforce diversity targets.

These initiatives will support our commitment to create and maintain equitable, inclusive, respectful, and welcoming workplaces, and provide a strong foundation for future initiatives.

Goal	Priority area	Action	Measures	Lead area
Demonstrate senior leadership commitment to respectful and inclusive workplaces	1. Visible and authentic senior leadership commitment	Establish a leadership champion for diversity groups to lead the equity and diversity agenda and promote the importance of fostering inclusive workplaces.	Leadership Champion role is defined, established and filled.	People and Culture
Build fair, respectful and inclusive workplace cultures that support workforce flexibility and wellbeing	2. Inclusive attraction and recruitment strategies	Review attraction and recruitment strategies, entry pathways and partnership opportunities to reduce employment barriers for First Nations peoples and people living with disability.	Implementation of revised recruitment practices, entry pathways and partnerships opportunities. Increased number of staff who identify as a First Nations person and / or living with disability.	People and Culture
	3. Support for flexible working	Identify roles/teams with limited access to flexible working arrangements and assess options to increase access.	Review of access completed. Options developed and considered by managers.	People and Culture Managers
	4. Listen to, and co-design with, staff with lived experience	Establish a 'reference group' (name to be determined) of staff who identify in diversity groups or as allies as a mechanism to include diverse staff views into QPT initiatives across the organisation and to inform the implementation of E&D initiatives.	Group's role and composition is defined and established, with regular meetings commenced. Positive feedback from the Group about involvement and impact on workplace E&D initiatives.	People and Culture
	5. Accessible workplaces	Review the accessibility of QPT facilities for staff and determine options to enhance.	Review completed. Funding submission for enhancements has been submitted.	Corporate Services — Facilities

Goal	Priority area	Action	Measures	Lead area
Enhance workforce capability and support continuous learning and development	6. Build awareness and capability	Provide capability uplift options for leaders and staff, including First Nations cultural awareness and capability training, to increase understanding of practical ways to create inclusive workplaces.	Capability development options provided. Staff attendance rates at capability development options. Improved WfQ results from staff living with disability about their workplace experience.	People and Culture
	7. Provide access to information and resources to support personal development	Take out organisational membership of Diversity Council Australia to provide access for all staff to resources, research, and events to grow awareness and capability, and inform successful delivery of other E&D initiatives.	Membership in place. Sign-up / usage rates.	People and Culture
	8. Acknowledge and celebrate diversity	Recognise, promote and celebrate days/periods of significance for diversity groups by providing accessible, all-staff events (International Women's Day – March; DFV Prevention Month – May; PRIDE Month – June; NAIDOC Week – July; Queensland Multicultural Month – August; Disability Action Week – December).	Events and communications occur. Number of staff and senior leaders attending or participating in events.	People and Culture
Encourage increased reporting to better understand and analyse workforce data and workplace experience for diversity groups	9. Improve data collection	Raise awareness of the staff workforce diversity census and encourage staff to complete/update their profile.	Increased number of staff who identify in diversity groups.	People and Culture

QPT

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interests of Queenslanders

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